

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  RATTLING, CLUNKING OR POPPING NOISE FROM FRONT OF VEHICLE WHILE DRIVING	<b>Bulletin No.:</b> 09-030/21
	<b>Last Issued :</b> 10/13/2021

## BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted in Red text.

Previous TSBs:	Date(s) Issued:
09-005/20	01/10/20 and 12/10/20

## APPLICABLE MODEL(S) / VINS

2016-2021 CX-9

## DESCRIPTION

Some vehicles may exhibit a rattle, clunk or pop noise from the front of the vehicle while driving. The noise may be caused by loose cowl panel bolts.

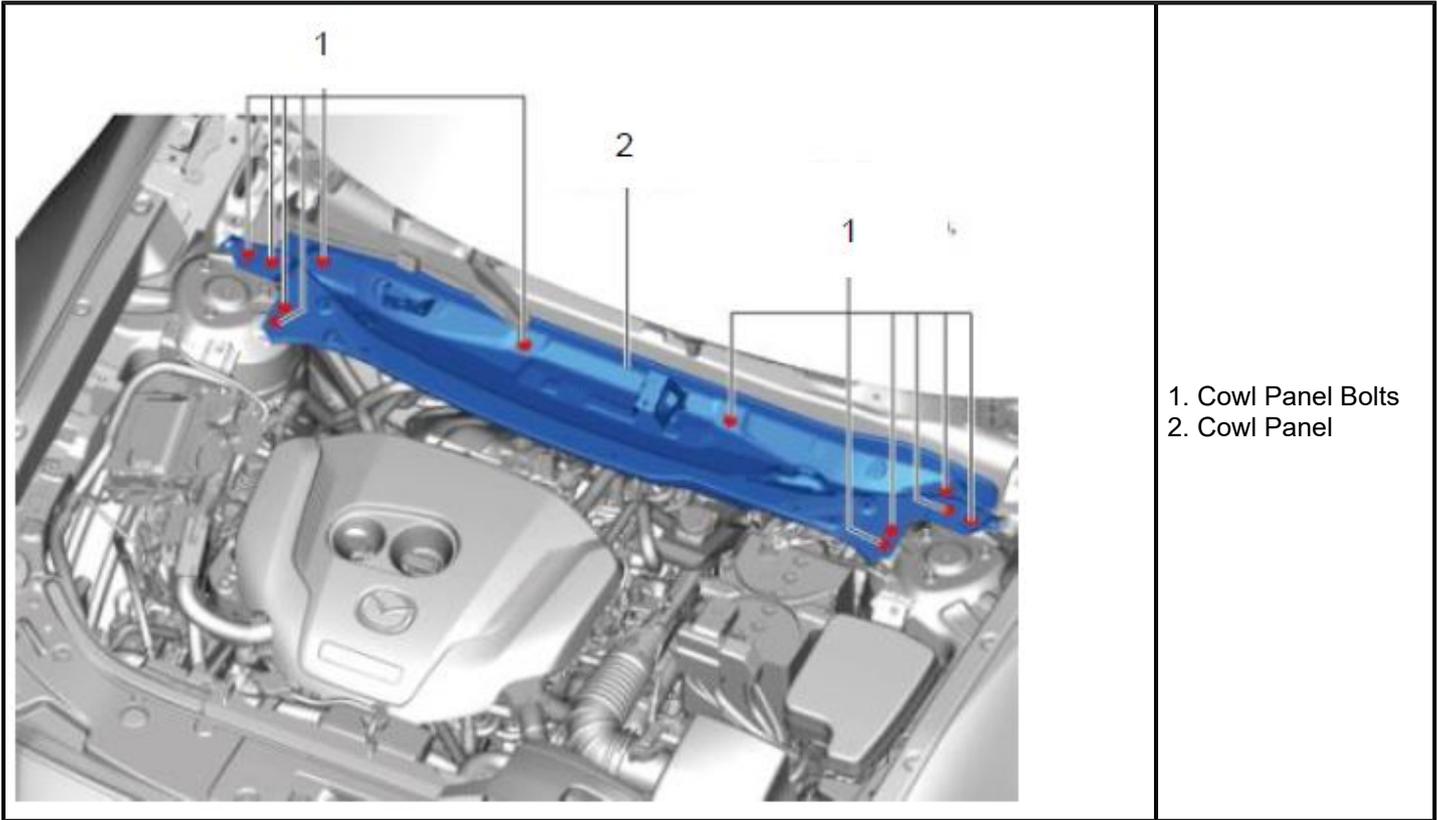
Customers having this concern should have their vehicle repaired using the following repair procedure.

## REPAIR PROCEDURE

1. Verify the customer concern.
2. Tighten all cowl panel bolts according to the instructions on MGSS online (COWL PANEL REMOVAL/INSTALLATION).

- Tightening Torque: 29 ft.-lbf. {40 kgf-m, 40 N-m}

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.



1. Cowl Panel Bolts  
2. Cowl Panel

3. Verify the repair.

**WARRANTY INFORMATION**

**NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	82
Damage Code	9G
Part Number Main Cause	TK48-53-500
Quantity	0
Operation Number / Labor Hours:	XXRBZXTX / 0.5 Hrs.

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